<< User Manual >>

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Introduction

What's this all about, anyway?

Welcome to the Speakeasy User Manual! Throughout our eight-year history as an ISP, Speakeasy has prided itself on two points that make us markedly different from any other ISP out there:

1. We are fortunate to have the most intelligent, savvy customer base in the Internet industry.

2. We have the single most talented population of technical support and customer service employees in the industry, and we want to make sure you never have to talk to a single one.

What this means is that, barring flawless, always-on service, we want to make sure we give you the tools you need to feel comfortable resolving any problem yourself. This manual contains: technical support, assistance with your billing questions, basic Speakeasy information; but more over the purpose of this manual is to make this whole Internet thing feel as comfortable as flipping on your television or realizing that "click click"; when you are driving just means you forgot to turn your turn signal off.

Using the Manual

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Here are a few tips on how to best use this manual:

- Start by looking for your problem in our Top 10 Questions section. If you have a question or problem that isn't in our Top 10 Questions section, use the Table of Contents to find the section that best will address your problem.

- Words or terms that might be confusing or "Speak-centric" appear in the glossary that is in the Appendix of this manual. This is to help you understand what we are talking about.

  The most important tip: This manual contains only the most frequently asked questions or most referenced information, so it may not resolve your specific issue. If, at any time, the information referenced for your question does not help, use the contact information contained in the Appendix to get personalized help from our support staff.

- This manual is an organic thing, and we need your input to make the information the most relevant and helpful. Please send any suggestions or requests about this manual to usermanual@speakeasy.net.

Thank you for your continuing business, and for giving us the opportunity to provide you with the most helpful and easy to use support possible.

The Speakeasy Difference

Speakeasy is not your average ISP, and that's not just a clever marketing ploy. Speakeasy was founded under the banner of bringing Internet access to people who might not otherwise be able to use this powerful and important communication tool. Aside from that, this company is run and managed by people who understand all geeky aspects of the Internet, but are totally focused on making sure that even if this is your first experience with the Internet, that you feel like you have a support system for learning how to make the most from this connection.

We mentioned two notable differences between Speakeasy and the competition, but allow us to further detail Speakeasy's value proposition:

- Our 24x7 Customer and Technical Support Call Center is staffed with representatives that not only have the most extensive backgrounds in both dialup and high-speed service, but also go through weeks of intensive training on all Speakeasy services and policies. We want to make sure you get the right answer, with the lowest hold times, the first time around.

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- We have the more robust, intelligently routed network. With a POP in every major metropolitan area, a NAP in major suburban areas, and a National POP to provide excellent network routing to customers that literally have no other option for quality broadband service. Our partnership with Internap means that your traffic gets to where it needs to be on the Internet quicker than any other ISP;' customer's traffic.

- We provide the most valuable value added services in the industry. Whether it be affordable static IP addresses, UNIX shell accounts, unblocked ports and a support system for running servers from even a residential line, the most updated game servers, or cutting-edge and legal Internet music service, Speakeasy brings you the services that make your broadband worth using.

Terms Of Service

This document is not a replacement, addition, or amendment to the Speakeasy Terms of Service. The Terms of Service can be found at the below web address, and is subject to change:

http://www.speakeasy.net/tos/

This document will reference specific sections of this Term Of Service by linking to it rather than including specific text from it. This is to ensure you are reading the most current and accurate information.

Disclaimer of use

This document is intended to help with basic Speakeasy policy, process, and troubleshooting tips. It is updated on a monthly basis and all attempts have been made to have this document reflect the most current, accurate information. However, this document is not intended for any purpose other than those specifically stated in the section labeled "What's this all about anyway?" Guarantees or warranties contained within this document, implied or otherwise, that conflict with the Speakeasy Terms Of

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Service will not be enforced or otherwise recognized. When in doubt, the Speakeasy Term Of Service overrules any policy or terms herein.

Top 10 Questions

The information in this section is generated based on the most common call and online issues reported by our customers. From time to time, employees also contribute frequent questions or issues for this section. If you have a suggestion for something in this section, please email usermanual@speakeasy.net.

Question #1: Why is my first bill so big?

> **Answer #1:** A breakdown of your initial bill is explained in this section.

Question #2: Why does it always seem like I have a balance? I just paid!

> **Answer #2:** Because we invoice your account 30 days before the invoice is actually due, you should always have a balance listed on your account. Please review your actual due date for when this balance is due. For more information, read through the Billing Section of this manual.

Question #3: How do I return my hardware/CPE/bridge/router/modem?

> **Answer #3:** If you believe you should return your DSL hardware because you either didn';t order it, or because you are canceling service, please see the specific terms of returns stated on our Hardware Return Form. Please note that there are specific policies in place that your return must meet before we will accept it for credit.

Question #4: How long is my contract with Speakeasy?

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Answer #4: The length of your initial contract with Speakeasy is dependent on the type of service you have (DSL, T1, VPN, etc), the promotions you signed up for (which may have special extended contracts), and the date your order completed. Speakeasy offers a 12-month, 18-month, 24-month, and 36-month contract based on those factors. For complete details about your DSL or T1 contract term with Speakeasy, please see this section of our Terms of Service. For your specific contract end date, please contact Speakeasy Customer Support.

Question #5: Where is my rebate?

Answer #5: Please see a complete explanation of the rebate process, how check on your rebate status, and how to escalate an overdue rebate in the rebate section of this manual.

Question #6: What do I do if my DSL is down?

Answer #6: This manual contains this helpful section on how to begin troubleshooting your DSL connection in the event you experience an outage.

Question #7: What do I do if my DSL is slow?

Answer #7: If your connection is experiencing a slow-down, you have a couple ways of resolving this. First, we suggest reading through this section of the manual, which should take you through resolution of the issue. You can also check out the tweak section of DSLreports.com to ensure your computer is set up to properly handle your broadband connection.

Question #8: I was billed for a "Technician Dispatch/Missed Appointment/Inside Wiring!" What are these charges?

Answer #8: Occasionally issues with a broadband line necessitate specialized work that may or may not be included in the monthly cost of your service. For a chart of those fees, please see this section of the Terms of Service.

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Question #9: How can I upgrade or downgrade my DSL connection?

Answer #9: We have complete details on how to process an upgrade or downgrade here.

Question #10: Where can I find a dialup number?

Answer #10: Links to the dialup number search, a download of the dialup software, and helpful configuration guides can be found in the Configuration Information section below.

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Broadband

Pre-Installation

Hardware Compatibility

Speakeasy requires specific models of DSL and T1 bridges (modems) and routers be used with our connection. In nearly all situations, Speakeasy will sell you a supported, properly configured modem or router for your service. In situations where you can provide your own hardware, you must provide one of the following, service-specific, supported modems or routers:

ADSL

Efficient 5260, ZyXel 643 or 645M from a previous Speakeasy ADSL service order.

SDSL

Efficient 5851 or 5251, Netopia R7200

IDSL

Efficient 5871, Netopia R3100-T

T1

Netopia R5300

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Installation Process

So you have ordered Speakeasy DSL or T1 service, how exactly will this install work? We provide complete order status in the Installation Status of MySpeakeasy, but what exactly do those steps mean?

If you are having DSL service installed over a numbered, working phone line (line sharing), click here.

- If you are having SDSL, IDSL, or T1 service, please click here.

The timeframes quoted herein are estimates based on the average times our customers' experience. They are not, however, guaranteed, and your experience may vary.

Line Shared Installation Process

Stage 1: **Order Received**

The first stage in your order process happens automatically after you place your order. Our system creates your Speakeasy account and places a line order with our vendor. We create your login to MySpeakeasy, your email/dialup/news accounts, and provision one of the IP addresses you have.

Stage 2: **Order Placed**

This stage is critical, and takes the longest accordingly. A few things are taking place behind the scenes:

• Our line vendor places a request to install service on your phone line with your local phone company.

• Our line vendor finds space for your circuit on their equipment in the C.O. and builds their portion of the circuit with their provisioning equipment.

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• The phone company checks your phone line record to make sure there are no impediments to installing DSL service.

Stage 3: **Install Confirmation**

The phone company contacts our vendor to let them know two things:

1.) Your phone line can support the service we have ordered for you.

2.) They have a firm order commitment to complete the necessary cross-connects with your phone line that will make the DSL active on your phone line.

On receipt of this news, our vendor initiates the shipment of your self-installation kit. We obtain the tracking number and inform you that this has taken place so that you can be prepared to receive your self install kit.

Stage 4: **IP Addresses & Circuit Configured**

This is the most important stage in the process. The phone company provides a service order commitment, or SOC, to the vendor. This stage confirms that they have completed the necessary connections.

The next two stages happen simultaneously, and are initiated by the vendor informing us that the DSL line you have ordered is now functional and able to pass traffic.

Stage 5: **Configuration Information Sent**

On Step 5 we provide you a copy of your IP address(es) and the necessary network information that will help you configure your network/computer. This information is sent to your contact email address and provided on your MySpeakeasy page.

Stage 6: **Install Confirmed**

At the same time we perform Step 5, your account becomes Active in our system. Activation does not effect whether your service is technically working, but it does mean that you are considered a live customer and we have entered you into our billing cycle. This is the start of your committed term of service with Speakeasy.

Stage 7: **Setup Fee Received**

Between midnight and 2am on the day after your Speakeasy account becomes activated, the Speakeasy billing system generates your email invoice, which contains: Any hardware and install fees The pro-rated amount of service within that current month And your first full 30-day period of service charge. For more details about how Speakeasy

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invoicing works, please jump down to the Speakeasy Billing section of this manual on this page.

Stage 8: **Installation Complete**

When you pay your initial invoice, your installation process is complete.

SDSL, IDSL, or T1 Installation Process

Stage 1: **Order Received**

The first stage in your order process takes place without any involvement from you or Speakeasy. Our system creates your Speakeasy account and places a line order with our vendor. We create your login to MySpeakeasy, your email/dialup/news accounts, and provision one of the IP addresses you have.

Stage 2: **Order Placed**

The phone company contacts our vendor and let's them know two things:

1.) There is an available, qualified pair of copper wires running from the C.O. to your service address.

2.) A FOC, or firm order commitment, date. This date will be an onsite installation and testing appointment where the phone company will make sure that the necessary connections are made to establish a DSL or T1 signal.

This commitment date is non-negotiable, and cannot be scheduled for a specific day or time of a customer's choosing. This limitation is due to a number of reasons, the most specific being the telco's inability and unwillingness to schedule line technicians for specific days for these installs. On receipt of this news, Speakeasy saves this date in our database and creates an email notification that we send to your contact email address. This email will let you know what level of involvement we need from you to make this appointment successful. If your presence is required for this appointment, this email will specify as such.

Stage 3: **Install Confirmation**

The FOC appointment occurs any time between 8am and 6pm (in your time zone) on the date provided. The following things occur:

• The phone company technicians in your C.O. perform connections between the vendor equipment and telephone company equipment.

• A telephone company technician ensures a solid connection on the

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ordered pair at both the neighborhood cross-box and your phone box.

• The telephone company technician calls the vendor and a cooperative test is run to ensure this line will support the ordered level of service.

Stage 4: **IP Addresses & Circuit Configured**

Besides the cooperative test that is run on the firm order commitment, or FOC, date, Step 4 backs up this test with three additional line tests to make sure this line has a consistent line quality. Next, the vendor schedules one of their installation technicians for a weekday installation appointment. We provide this date to you via an automatic email message to your contact address.

Stage 5: **Configuration Information Sent**

Now that your line is ready for installation by a technician, Speakeasy will send you IP address(es) and the necessary network information to configure your network/computer. This information is sent to your contact email address and provided on MySpeakeasy.

Stage 6: **Install Confirmed**

The final stage in getting your service working and available for use is the installation appointment we sent to you on Step 4. The technician will call into his support center to communicate the successful installation, which is immediately communicated to Speakeasy. Speakeasy immediately marks your account as active. Activation does not effect whether your service is technically working, but it does mean that you are considered a live customer and we have entered you into our billing cycle. This is the start of your committed term of service with Speakeasy.

Stage 7: **Setup Fee Received**

Between midnight and 2am on the day after your Speakeasy account becomes activated, the Speakeasy billing system generates your email invoice, which contains: Any hardware and install fees The pro-rated amount of service within that current month And your first full 30-day period of service charge. For more details about how Speakeasy invoicing works, please jump down to the Speakeasy Billing section of this manual on this page.

Stage 8: **Installation Complete**

When you pay your initial invoice, your installation process is complete.

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The Big Day: Activation Day

You have had a basic overview of what our MySpeakeasy stages mean, and the average time they take to occur, but the most important part of this process is the actual activation day. This is the day your service will be fully functional. Provided below is a description of what will occur on this day, and what assistance you will need.

- If you are having DSL service installed over a numbered, working phone line (line shared), click here.
- If you are having SDSL, IDSL, or T1 service, please click here.

Line Shared Activation: Installing your Self Install Kit

Step One: Prepare the house for DSL

Install a DSL filter on every telephone in your house. Go to every room that has a telephone to install a DSL filters. Your kit includes 2 kinds of DSL Filters, the inline filters that dangle from the phone jack, as well as one flat panel model used for wall mounted phones.

Inline Phone Filter	Wall Mounted Phone Filter

You must install a DSL filter on any of the following items that are connected to your phone line including:

- Faxes and answering machines.
- Computers with dialup modems.
- Satellite or pay per view cable services that connect to this phone line.
- Telephony Devices for the Deaf.

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- Anything else that plugs into a phone outlet.

Have a second phone line?
If you have a second phone line, you do not need to install the DSL Filters on the second phone number or any device that uses the second phone line. DSL Filters are only needed on the phone number used for DSL.

Run out of filters?
If you run out of filters, you should unplug any phones that do not have a DSL filter installed. If you need additional filters besides the three included, please visit your local Radio Shack or computer store, as they typically have them in stock.

If you have more then 5 phones/devices that need filter you will need to have a NID (Network Interface Device) filter professionally installed. Please see below for how to arrange this:

You have Covad service: A Covad technician can be scheduled at an additional fee. Call our Customer Support at (800)556-5829 to arrange this.

You have WorldCom service: WorldCom does not perform this wiring work. You will need to arrange to have a telephony contractor perform this work.

New Edge Network: A NEN technician can be scheduled at an additional fee. Call our Customer Support at (800) 556-5829 to arrange this.

Step Two: Connect The Modem

1.) Connect the DSL Modem to your computer as shown here. **Please Note** If your self-install kit contains a short RED or grey Ethernet cable, you MUST use this cable to connect between your DSL modem and your computer or network hub. This cable is called a crossover cable and is different than the standard straight-through cable that you might be familiar with.

2.) Plug in the "Y" adapter at the phone jack. Plug the DSL modem into the "Y" adapter without a DSL Filter. If you need a phone there as well plug the phone into the "Y" adapter with a DSL Filter as shown. Please verify that you have dial tone on the phone line through the "Y" adapter before proceeding. If you do not, please remove the "Y" adapter, and obtain a replacement from any store that carries phone equipment (such as a local Rite Aid, Target, Radio Shack, etc).

3.) At the computer plug the DSL Modem into the Ethernet card as shown. (Ethernet card not included in the kit.)

4.) Once connected turn on the power switch on the back of the modem. The DSL light will turn solid green within 5 minutes. If the DSL light is solid green, you are ready to configure your computer for your Speakeasy DSL. Our Configuration Guides can help you configure your computer. If your DSL light changes amber/orange, red, or doesn't light at all, please see My DSL Is Down!

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SDSL, IDSL, and T1 Activation: Your technician visit

On this date the following things will occur during the four-hour installation window:

- The technician will tone the line from the phone box to the phone jack you request the installation to occur on. This test ensures your internal wiring will support the service.

- Next, the technician will install a dual Ethernet-phone jack.
- In the final steps of the installation, the technician will connect the Ethernet cabling to the pre-configured router or bridge, and test the connection to the Speakeasy network with his/her laptop computer.

Troubleshooting Installation Problems

There are a few, common, problems that our customers might experience during installation:

Problem: I have installed my self-install kit, and I still can't use the Internet.

Solution: This is a pretty open ended problem, but there are a few key things you can check to make sure that the set up is correct:

- Ensure you have filters installed on all devices that are on the service phone line. This means on all phones, fax machines, or other devices. Double-check your TCP/IP settings on your computer(s).

- If you have received the ZyXel 645M Modem, ensure you are using the short RED or grey Ethernet cable between the modem and your computer/hub/internal router. The RED cable is different from standard Ethernet cable, and must be used in this specific location.

- If you have more than 5 filters installed on devices connected to this phone number, please contact Speakeasy Customer Support to arrange for a professional installation. Per the Terms Of Service, no more than 5 devices can be connected to a self-install ADSL line. Please note that a professional

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installation is billable. Pricing information on this install will be available from the representative you speak with.

Problem: I had my Covad Professional Installation, and now my phone line is not working!

Solution: This can happen, from time to time, and is relatively easy to resolve:

- **If you have ADSL:** Call your phone company and let them know that your voice service is down. It is best to not mention that you had a new DSL installation, as this can often confuse the phone company reps into thinking that you want to cancel your DSL. There is very little that our Vendor can do to affect your phone line during installation, so the outage of your voice service is more than likely something the phone company will need to resolve.

- **If you have SDSL, IDSL, or a T1:** Contact Speakeasy Support immediately so that we can have the technician return that day to repair your phone line. This problem is more than likely the result of the technician failing to properly connect your voice line at the new wall jack, and is easily resolved.

Post-Installation

Your Service Works, Now What?

It's up! However long or short your installation process might have been all customers experience the same euphoric feeling when that DSL or T1 connection finally starts working. Everything is faster! You can watch high-speed movie trailers that previously eluded your grasp. No more long waits for game downloads, and all your emails (chock full of pictures and knock-knock jokes) are there 24-hours a day! So pretty please take a moment to do a few things for us with your newfound Internet power: 1.) Rate us! There are two places we'd like your feedback:

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- DSLReports: This is a third-party broadband ratings site that is often used by consumers looking for the best high-speed connection. They can be found here: http://www.dslreports.com

- MySpeakeasy: Speakeasy maintains our own account rating system in MySpeakeasy. Each month you can rate your Speakeasy service. These reviews and ratings are reviewed frequently by Speakeasy management and help us improve your service.

2.) Review your Terms Of Service, located here. It's important you understand the terms of your contract with Speakeasy.

3.) Review your first invoice with Speakeasy. Please ensure you contact our Customer Support immediately with any concerns.

4.) Print a page that contains your Speakeasy username, password, IP addresses, and mail server addresses. Keep this in a safe, secret place so that, in the event of a service outage, you have this information available.

5.) If your package includes dialup service, please be sure to download our dialup software, located here. In the event of a service outage, having this downloaded will make problem resolution a lot less painful.

6.) Save a copy of this User Manual now! Having a copy on your computer will allow you easy access to common problems and frequently used information.

My Service is Down!

In an ideal world, broadband service would never fail. The reality is that these are physical connections, which fall prey to any number of human, animal, and environmental factors. Speakeasy will provide professional assistance on all service outages, but there are steps you can take before contacting us that will aid in speedy resolution of this problem. Please keep in mind that this document and Speakeasy technicians will not ask you to do anything irrelevant to resolving the problem. Much as doctors trying to resolve a health ailment, we only ask the questions necessary to get everything working again.

Step 1: Reboot both your computer and your DSL modem

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Sometimes errors can cause your browser, email application, or DSL modem to stop responding or lose their connection to the Internet, even though the connection is still present and active, and even though the computer or application may look like they're still running correctly. Since errors of these types are the single most common cause of loss of connectivity, it is usually best to start by rebooting these devices to rule them out first thing:

1. Reboot your computer by shutting it down as you normally would, and then restarting it.

2. Reboot the DSL modem by switching the power switch to the "off" position, waiting 3-5 seconds, then returning the switch to the "on" position. In most cases, the power switch will be found on the back of the device, usually on the same face as the ports for the DSL line and network connection. Please refer to the hardware documentation for more detail.

3. If you connect via any sort of intermediary device, such as a hub, router, proxy computer, hardware-based firewall etc, then you will want to reboot these devices as well, in case a problem with them is interrupting your connection to the Internet.

Step 2: Status of the lights on the DSL modem

The lights on the face of your DSL modem can help provide you with some insight into the cause of your outage. The lights you want to pay particular attention to are the ones indicating the connection from the device to the local network (often labeled as "ENET" or "LAN") and the ones indicating the connection from the device to the DSL equipment at your Central Office, (often labeled as "DSL" or "WAN"). The labels of the indicator lights will vary from one modem make/model to another, so the labels indicated above, while appropriate for most models may not apply to your modem. If in doubt, please refer to your modem documentation. This is a basic guide to what specific and common light statuses might mean:

- On most DSL modems, a red light or no light at all indicates a problem.

- An outage on the local network side, ENET or LAN, indicates that there is a problem with the physical connection itself between the DSL modem and your network or your computer (see Step 3 below). If your modem has both "LAN10" and "LAN100"; lights, only one would be lit in normal circumstances.

- An outage on the DSL side, DSL or WAN, indicates that the DSL modem cannot connect to the DSL hardware in your Central Office (CO). This could indicate either a problem with the CO hardware, or simply a loose connection between your DSL modem and the wall-jack (see Step 3 below)

Step 3: Check your IP configuration

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- Check to make sure that you have the correct IP address and DNS assigned to your computer. If you do not have your correct IP and DNS info handy and you have dialup service with your DSL package, you can find these numbers after logging into MySpeakeasy. They appear on the Installation Status page.

- The process to check your IP configuration varies depending on your computer Operating System. Please keep these tips in mind: If you are not familiar with how to verify your IP and DNS settings in your Operating System you can find complete walkthroughs for most major OS' by visiting this page. Alternately these can be found in MySpeakeasy in the **Customer Service** section under **KnowledgeBase**.

- If there are multiple computers sharing your DSL line, make sure that no two of them are using the same IP address.

- Ensure you are using the correct, Speakeasy DNS server. You can verify these numbers after logging into MySpeakeasy. They appear on the Installation Status page.

- If you are using Windows 95 through 2000/NT, it will require you to reboot your computer if you make any changes to your TCP/IP configuration, so you will want to save any open applications beforehand.

Step 4: Check the physical connection

It is not uncommon for the physical connection to come loose. For this reason, it is a good idea to check all jacks between your computer's network card or USB port (whichever you are using), and the DSL modem's connection to the DSL circuit wall-jack. Keep these things in mind while performing this step:

Sometimes a connection can look like it is plugged in, but may actually not be seated correctly, or may have wiggled loose just enough to no longer be making a connection. To ensure that the jack is seated securely, unplug it altogether and then re-connect it, making sure that the connector is firmly connected.

Repeat this process at every point in the local connection. Basically for every wire between your computer and the DSL wall-jack, you want to check the connection at both ends of the wire, including:

- The Network Interface Card (NIC) or USB port (as appropriate)

- Both the Ethernet/USB port and the DSL ports on your DSL modem

- The connection between the DSL modem and the wall-jack

- If you are using a hub, router or proxy, check the ports where your computer connects to the device, and where the device connects to the DSL modem.

- Bypass your firewall. If you are using a hardware-based firewall, bypass it and connect your computer directly to the DSL hardware. If your firewall is software-

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based, disable it temporarily. Since all data coming into your computer from the Internet should be passing through your firewall, a configuration or other error in the firewall can create the appearance of a DSL outage.

Below is a diagram that indicates the various connection points that you should check.

If you have an SDSL, IDSL, or second-line ADSL circuit, view this diagram

If you have a line-shared ADSL circuit, view this diagram

SDSL, IDSL, or second-line ADSL home networking:

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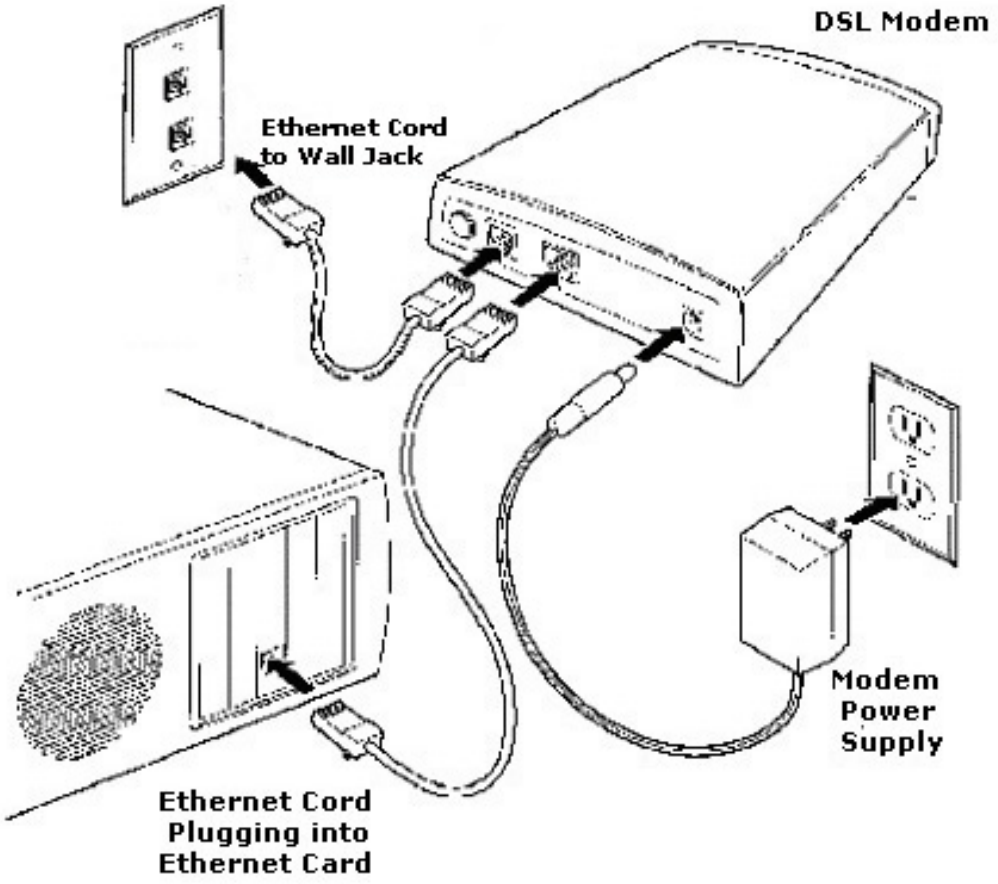
Dual Phone/Ethernet Jack

Ethernet Cord



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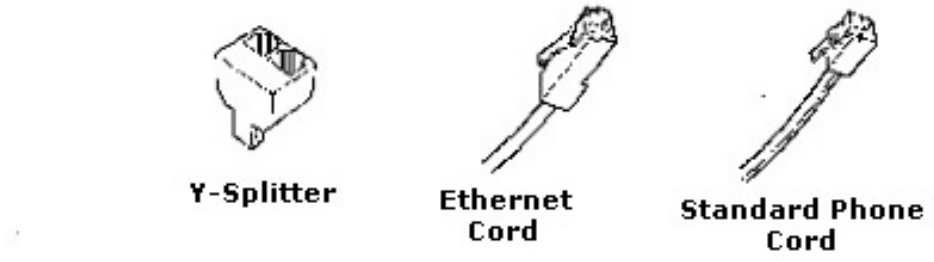
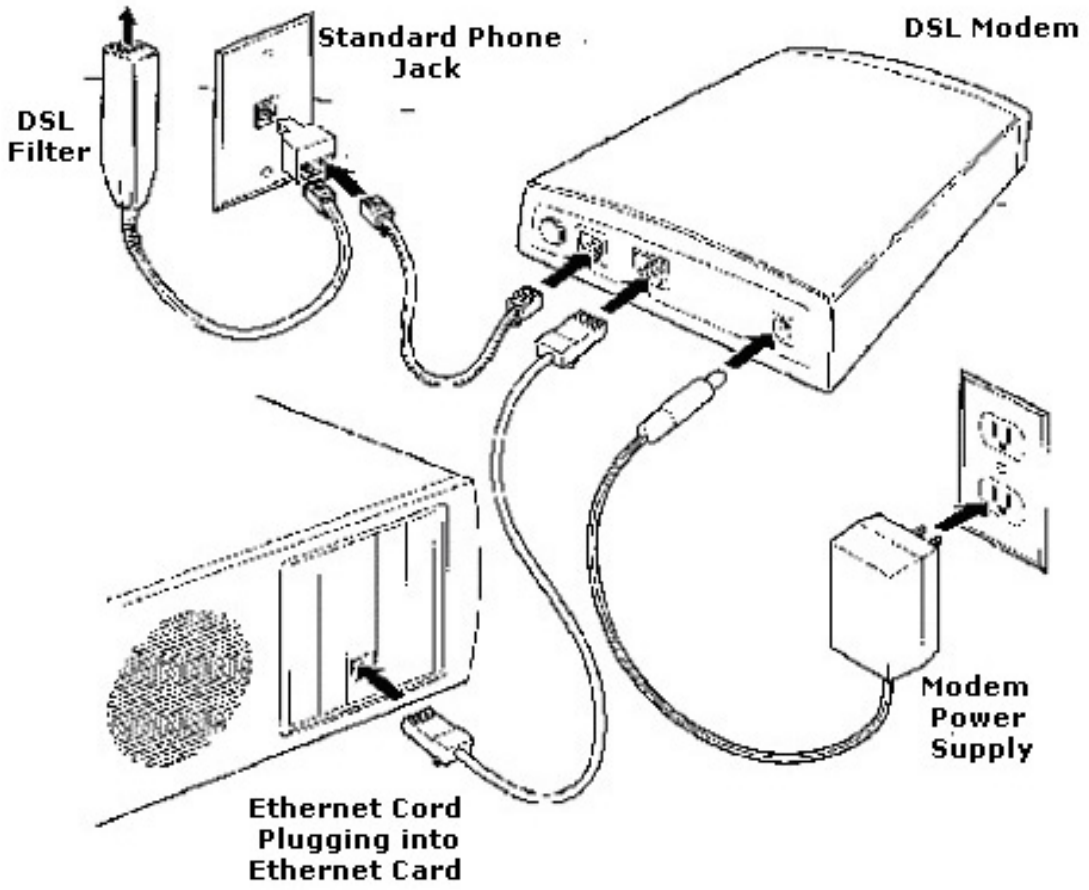
Line-Shared ADSL home networking:





Step 5: <u>Check Speakeasy System Status</u>

Speakeasy's System Status will help you determine if an outage is confined to your line, or is part of a larger outage in your area. It will also help you to stay informed about the

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latest developments during a system outage. There are two ways you can access Speakeasy System Status:

- **Online:** You can access System Status via your web-browser in MySpeakeasy, and clicking on the **System Status** link. The System Status will keep you informed about any ongoing network outage or planned maintenance that may affect your service.

- **On the phone:** If you call into our Customer Service Center, you can check our System Status by listening for the option from the main menu. The menu changes periodically, so be sure to listen for the correct selection.

Keep in mind that you may notice an issue it before our Support Department has had a chance to identify the issue as a global problem. If you don't see or hear of an issue affecting your area in System Status, please inform our Support Department. This will both serve to alert us in case there is a developing network issue, and allow our technicians begin to restore your service.

Step 6: Contact Speakeasy Technical Support

If the above steps have failed to resolve your outage, please contact Speakeasy's Technical Support Department so that we can begin troubleshooting and restore your service as quickly as possible. This troubleshooting process may require that you repeat one or more of the steps above, however this is done to ensure thoroughness and accuracy in the troubleshooting process, so please bear with us.

There are two ways you can contact our Support Department:

1.) Online: You can contact us online at MySpeakeasy, and following the links to Customer Support **Ask a Question** and then submitting an incident detailing the issue. Ensure you include the following details:

- Modem light-status.

- How long the problem has been going on.

- And specify if the service is down altogether, or is simply running much slower than it should be.

These details will assist us in troubleshooting the problem. Service Tickets that are vague will only require additional questions and delay resolution.

2.) By telephone: You can call Speakeasy toll-free at 1-800-556-5829 to report your service outage. Please follow the menu prompts to be connected to our Support Department. Once you have opened a Service Ticket, whether it is by telephone or online, you can review your ticket details in MySpeakeasy by logging in under the same username you created the ticket with and clicking the link that reads View My Service Tickets.

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My Service is Slow!

Occasionally a customer might experience a slow down in broadband service. While these slow downs are typically caused by a slow response from the server you are querying, we can offer the following steps to help aid in troubleshooting or resolving your speed issues. You may also find it helpful to visit this page to ensure your computer is enhanced for broadband service.

Step 1: Remove additional network devices

Firewall software, firewall hardware, hubs, routers, or particular computers can cause a slowdown in Internet speed with your broadband connection. Because these additional devices might be the single failure point in receiving all the Internet speed you should, you should take the following steps:

1.) Connect only 1 computer into the DSL modem, removing any additional routers or hubs.

2.) Next, suspend the activity of any software firewalls on this computer.

Step 2: Reboot both your computer and your DSL modem

Sometimes errors can cause your DSL modem to slow down your connection to the Internet, even though the connection is still present and active, and even though the computer or application may appear to be running correctly. Since errors of these types are the single most common cause of latency, it is usually best to start by rebooting these devices to rule them out first thing.

1.) Reboot your computer by shutting it down as you normally would, and then restarting it.

2.) Reboot the DSL modem by:

- Switching the power switch to the "off" position
- Waiting 3-5 seconds,
- Then returning the switch to the "on" position.

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In most cases, the power switch will be found on the back of the device, usually on the same face as the ports for the DSL line and network connection. Please refer to the hardware documentation for more detail.

Step 3: Check the physical connection

It is not uncommon for the cables connecting your network to degrade. For this reason, it is a good idea to attempt to swap out the existing cables for spare or new ones. If you have additional Ethernet cables, or Y-splitters and filters (for those with line sharing connections), please replace those currently in use with your spare set.

This picture indicates the various connection points that you should check, if you have an SDSL, IDSL, or second-line ADSL circuit.

This picture indicates the various connection points that you should check, if you have a line-shared ADSL line.

SDSL, IDSL, or second-line ADSL home networking:

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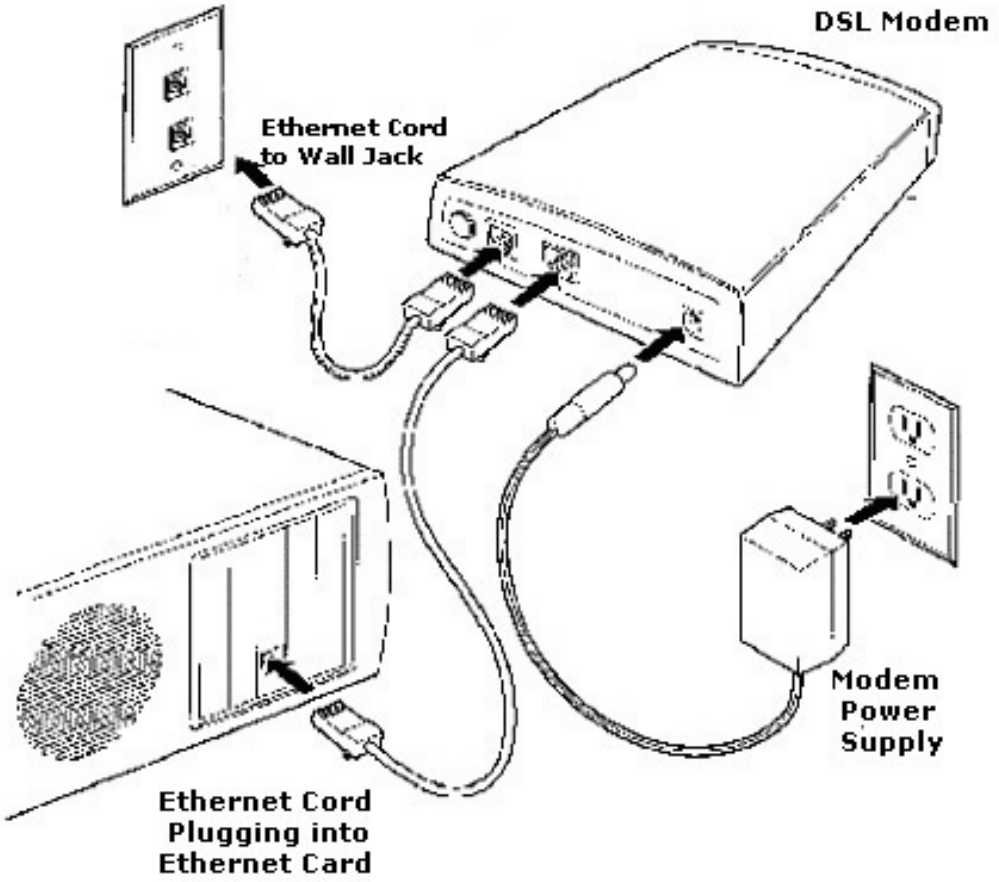
Dual Phone/Ethernet Jack

Ethernet Cord



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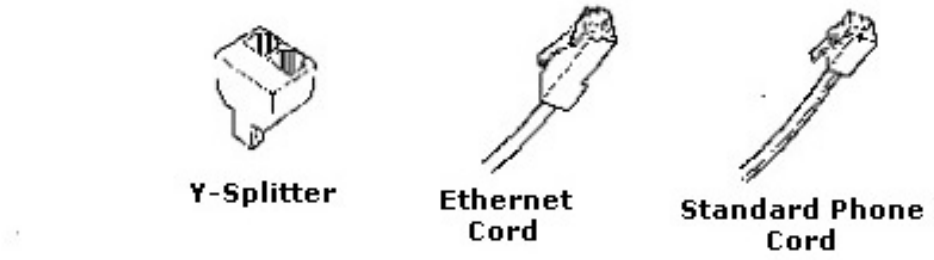
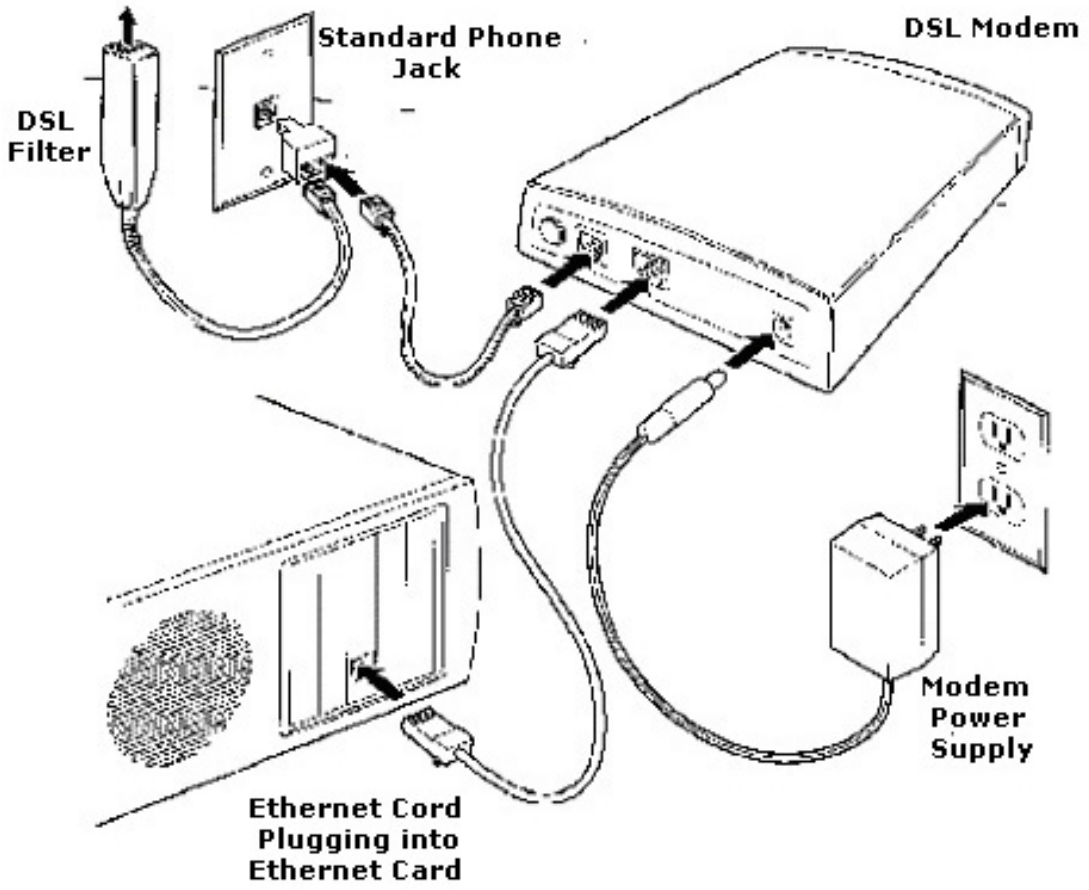
Line-Shared ADSL home networking:





Step 4: <u>Perform a speed test</u>

Assuming you have already performed a speed test to determine that your connection was suffering latency, this step will determine if you, by following the above steps, have isolated something in your personal network as the cause for the slow down. Follow these steps:

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1.) Visit your speed test site. This will be **yourpop.speakeasy.net**, replacing the **yourpop** with the three letter identifier of your Point Of Presence:

Seattle: SEA

New York: NYC

Chicago: CHI

San Francisco: SFO

Los Angeles: LAX

Dallas: DFW

Atlanta: ATL

Boston: BOS

Washington D.C.: WDC

Portland: PDX

Sacramento: SAC

Detroit: DET

Baltimore: BLT

Minneapolis: MSP

Houston: HOU

San Diego: SND

Cleveland: CLE

Miami: MIA

Pittsburgh: PIT

Dayton: DAY

2.) Check your results:

SDSL, IDSL, and T1 Connections: Your test should equal 80% of your advertised speed type. If it does NOT, please proceed to step 6.

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ADSL Connections: Your connection is not guaranteed in any way, however you should contact us if speeds are consistently below 70% advertised speed type.

Step 5: Check Speakeasy System Status

Speakeasy's System Status will help you determine if an outage is confined to your line, or is part of a larger outage in your area. It will also help you to stay informed about the latest developments during a system outage. There are two ways you can access Speakeasy System Status:

1.) Online: You can access System Status via your web-browser in MySpeakeasy and clicking on the **System Status**link. The System Status will keep you informed about any ongoing network outage or planned maintenance that may affect your service.

2.) On the phone: If you call into our Customer Service Center, you can check our System Status by listening for the option from the main menu. The menu changes periodically, so be sure to listen for the correct selection.

Keep in mind that you may notice an issue it before our Support Department has had a chance to identify the issue as a global problem. If you don't see or hear of an issue affecting your area in System Status, please inform our Support Department. This will both serve to alert us in case there is a developing network issue, and allow our technicians begin to restore your service.

Step 6: Contact Speakeasy Technical Support

If the above steps have failed to resolve your outage, please contact Speakeasy's Technical Support Department so that we can begin troubleshooting and restore your service as quickly as possible. This troubleshooting process may require that you repeat one or more of the steps above, however this is done to ensure thoroughness and accuracy in the troubleshooting process, so please bear with us.

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- Modem light-status.
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- And specify if the service is down altogether, or is simply running much slower than it should be.

These details will assist us in troubleshooting the problem. Service Tickets that are vague will only require additional questions and delay resolution.

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2.) By telephone: You can call Speakeasy toll-free at 1-800-556-5829 to report your service outage. Please follow the menu prompts to be connected to our Support Department. Once you have opened a Service Ticket, whether it is by telephone or online, you can review your ticket details in MySpeakeasy by logging in under the same username you created the ticket with and clicking the link that reads View My Service Tickets.

Upgrading and Downgrading

Sometimes you just need a change! Speakeasy has different processes and policies for upgrading and downgrading your broadband service.

Upgrading

You can request a speed upgrade within the DSL **family** and **line type** you are currently installed. This chart will help you to determine which service you can upgrade to without a new line installation. Please click here if you would like one of the speeds below but it is NOT listed as an upgrade option for your current DSL type.

Important Information About Upgrades

Please be aware that there will increase in the current monthly charge for the new requested speed.

Upgrades are dependent on your specific line's ability to handle the change in service. If the service is not available due to line issues (such as length of the line), a downgrade to your original or the next suitable speed will be performed at no cost.

Pricing for all available services can be found here.

How to Proceed with an Upgrade

Upgrades which do not require a reinstallation can be made by submitting a request using the **Ask A Question** interface, and selecting **Activation** as the area for submittal.

Upgrades that require a reinstallation must be made via email at reorders@speakeasy.net, which is handled by the sales department. We must have email at that address in order to cancel the current order and replace for the new speed.

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Current Speed	Available Upgrades
ADSL - 608/128 - Line Shared	ADSL - 1.5/128 ADSL - 1.5/384 ADSL - 1.5/768 ADSL - 3.0/768
ADSL - 1.5/128 - Line Shared	ADSL - 1.5/384 ADSL - 1.5/768 ADSL - 3.0/768
ADSL - 1.5/384 - Line Shared	ADSL - 1.5/768 ADSL - 3.0/768
ADSL - 384/128 *or* 768/384 - Line Shared	384/128 768/384
ADSL - 608/256 - Line Shared	ADSL - 750/384
ADSL - 750/384 - Line Shared	ADSL - 1.5/768
ADSL - 1.5/768 - Line Shared	None
ADSLReach - 200/64 - Line Shared	None
ADSL - 608/128 - Second Line	ADSL - 1.5/384
ADSL -1.5/384 - Second Line	None
ADSL - 384/128 *or* 768/384 - Second Line	384/128 768/384 Or any SDSL service
IDSL - 144k	None
SDSL - 192	SDSL - 384 SDSL - 768 SDSL - 1.1 SDSL - 1.5
SDSL - 384	SDSL - 768 SDSL - 1.1 SDSL - 1.5
SDSL - 768	SDSL - 1.1 SDSL - 1.5
SDSL - 1.1	SDSL - 1.5
SDSL - 1.5	None

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T1 - 384	T1 - 768 T1 - 1.5
T1 - 768	T1 - 1.5
T1 - 1.5	None

Downgrading

You can request a speed downgrade within the DSL technology family that you are currently installed with. This chart will help you to determine which service you can downgrade to without a new line installation. Please click here if you would like one of the speeds below but it is NOT listed as a downgrade option for your current DSL type.

Important Information About Downgrades

Please note that a downgrade that is initiated for any reason, other than that it was requested by the Vendor for technical reasons, will be subjected to a **Change of Service Fee**, per our Terms Of Service.

Pricing for all available services can be found here.

How to Proceed with an Downgrade

Downgrades which do not require a reinstallation can be made by submitting a request using the **Ask A Question** interface, and selecting **Activation** as the area for submittal.

Downgrades that require a reinstallation must be made via email at reorders@speakeasy.net, which is handled by the sales department. We must receive an email at this address in order to cancel the current order and replace a new order for the requested speed.

Current Speed	Available Downgrades
ADSL - 608/128 - Line Shared	None
ADSL - 1.5/128 - Line Shared	608/128
ADSL - 1.5/384 - Line Shared	608/128 1.5/128
ADSL - 1.5/768 - Line Shared	1.5/384 1.5/128 608/128
ADSL - 3.0/768 - Line Shared	1.5/768 1.5/384

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	1.5/128 608/128
ADSL - 384/128 *or* 768/384 - Line Shared	384/128 768/384
ADSL - 608/256 - Line Shared	None
ADSL - 750/384 - Line Shared	608/256
ADSL - 1.5/768 - Line Shared	750/384
ADSLReach - 200/64 - Line Shared	None
ADSL - 608/128 - Second Line	None
ADSL -1.5/384 - Second Line	608/128
ADSL - 384/128 *or* 768/384 - Second Line	384/128 768/384 Or any SDSL service
IDSL - 144k	None
SDSL - 192	None
SDSL - 384	192
SDSL - 768	192 384
SDSL - 1.1	192 384 768
SDSL - 1.5	192 384 768 1.1
T1 - 384	None
T1 - 768	T1 - 384
T1 - 1.5	T1 - 768

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Moving your Speakeasy service

Speakeasy has one of the most mobile customer-base in the ISP industry. The facts are that you, our customer, are younger, and more apt to change cities or residences on a yearly basis. We aim to please, and have developed the most seamless broadband moving processes in the industry. So whether you are moving across town to a bigger pad, or moving your business to a larger building, let us take the worry out of the equation.

There are three steps to moving your service:

Step 1: Contact Sales or Support

Give us a call at (800) 556-5829, and choose either option 1 for Sales, or option 2 for Support. We will need three pieces of information from you:

1.) **When Is Your Moving Date?** Provide us an estimated moving date, and when to turn off your existing services

2.) **What Is Your New Service Address?** If you have a new address and phone number, we can start on your new order for you.

3.) **Where Can You Be Contacted While Your Services Are Down?** We know that moving is a jolting experience. Giving us a number we can reach you at during the transition of your services will allow us to keep in communication on your new order.

4.) **Do You Need an Email While Your Services Are Down?** Did you know that we provide access to dialup to moving customers, even if you haven't placed your new order yet? It's true!

The representative will mark your account as a Move/Reorder, and inform one of our Move/Reorder specialists that you need to be contacted. If you are still within your contract period, a $300 disconnection fee will be invoiced when your broadband line is disconnected.

Step 2: We contact you!

We understand that worrying about calling back in for your broadband order during your big move is the last thing on your mind! Our Move/Reorder specialist will contact you during the move in order to establish what type of new service you are eligible for, and which package you want to reorder.

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Step 3: Your new order

The next step is our Move/Reorder specialist placing your new order. This order will process like a brand new order, but our Activations team has their eye on your new install all throughout the process.

If you were invoiced for a disconnection fee for your previous order, you will receive a credit of $300 to your new service once your new order is complete.

Feel free to print a copy of our Quick Reference Guide and enter all your important account information for off-line reference during your move.

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Hosting

Setting up your hosting service

Purchasing a domain is akin to buying land in the real world: It's your own little corner of the Internet to do with as you will. Whether you want to build a family home, full of personal pictures, or establish a business storefront, Speakeasy has a hosting solution that is right for you.

Hosting Solutions

We offer the following types of hosting:

Full Web and Email hosting
This service includes web, mail and DNS. With this service, Speakeasy manages all aspects of the domain, including DNS, website and email hosting. You provide the content, and we do the rest. If you wish to add additional DNS records you may do so at no additional charge. To order this solution, please read the next two sections of this manual.

Mail only hosting
This service is best suited for those customers that wish to use their domain for email, and either do not have a website or have the website located on another server and don't need to use ours. This plan comes with DNS by default, and MX (mail) records set up to point to mail.speakeasy.net. Any additional DNS records can be added at no additional charge. To order this solution, please read the next two sections of this manual.

DNS only hosting

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If you would like Speakeasy to handle all the DNS resolution for your domain, but don't need email or web-hosting from us, this is the service for you. You are likely running your own running mail or web servers and do not want to handle running your own DNS server. To order this solution, please visit this site.

Secondary DNS only hosting
This is for a customer who has their own DNS server, and does not need us to host web or email for them, but wants the reliability of Speakeasy's DNS servers as backup to their own. To order this solution, please visit this site.

Purchasing a Domain from Speakeasy

Interested in getting the yourdomain.com of your dreams? Speakeasy is in the process of creating a tool that will allow you to purchase the domain name of your choosing from our MySpeakeasy page. Until then, you can contact us by submitting a request to the Domains area of **Ask A Question** (which appears in our *Customer Service* menu on MySpeakeasy). Provide them with the domain name of your choosing when submitting the request.

Additionally, you can contact our Sales department at (800) 556-5829, option 1, and add a new domain name and hosting package to your account.

Transferring your Domain to Speakeasy

If you are interested in our Full Web and Email hosting packages, or our Mail Only hosting packages, you will need to initiate a transfer of your existing domain name from your current host to Speakeasy before we can provide service. There are essentially two steps involved when transferring your domain from another hosting company to Speakeasy. Careful attention must be paid to this, as both steps must be correctly completed before your Speakeasy hosting service will be operational.

Step 1: Transfer your domain with your Registrar

If your domain is already registered, you will need to change your domain registration to point the domain towards Speakeasy's NameServers. This step is very important, as your hosting service with Speakeasy will not work until the records at your Registrar have been updated to reflect Speakeasy's NameServer information. Since Speakeasy is not authoritative on your domain, we are not able to perform this step for you. Only the registered owner of a domain can update the registration information. Most Registrars

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have an online registration update/edit tool that you can use to easily update this information. You can find an alphabetical list of accredited Registrars on Internic's Registrar List. If you have forgotten which Registrar you have registered your domain with, you can determine this by checking Internic's Whois. Check the "Registrar" line for the answer.

When you transfer, use the following information to make Speakeasy your domain host:

Technical Contact: HS1672-ORG

Primary NameServer Hostname: ns1.speakeasy.net

Primary NameServer address: 216.254.0.9

Secondary NameServer Hostname: ns2.speakeasy.net

Secondary NameServer address: 216.231.41.19

Step 2: Sign up for Speakeasy domain hosting service!

Pick the hosting of your choice, and initiate by clicking the **Add Service** option from the *Manage/Add Service* menu option in MySpeakeasy.

Managing your hosting service

Once you have added your hosting package to your account, there are a few tools you should know about to effectively manage your service.

Full Web/Email Hosting Packages
We have created several domain management tools for you. To access them, login to MySpeakeasy, and click the link labeled **Manage Services** under the Your Services header. Once there, you will have the following options available in the far right column of your hosting package:

- **Manage DNS:** This is an important tool, but not to be used unless you are absolutely sure you understand what the changes to it will mean. This tool will allow you to edit the primary A record, CNAME, and MX records for this domain.

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These changes, once populated, will take effect either at the 4pm PST or 2am PST refresh of our DNS servers.

- **Manage Email:** This tool will allow you to delete existing domain email addresses, change existing email passwords, or add new email addresses for your domain.

- **Manage Aliases:** This tool will allow you to delete existing email aliases, change where existing email aliases are pointing, or add new email aliases.

Mail Only Hosting
You have complete control over the management of your domain mail accounts. To access them, login to MySpeakeasy, and click the link labeled **Manage Services** under the Your Services header. Once there, you will have the following options available in the far right column of your hosting package:

- **Manage Email:** This tool will allow you to delete existing domain email addresses, change existing email passwords, or add new email addresses for your domain.

- **Manage Aliases:** This tool will allow you to delete existing email aliases, change where existing email aliases are pointing, or add new email aliases.

DNS Hosting
You have complete control over the management of your domain's primary DNS service. To access them, login to MySpeakeasy, and click the link labeled **Manage Services** under the Your Services header. Once there, you will have the following options available in the far right column of your hosting package:

- **Manage DNS:** This is an important tool, but not to be used unless you are absolutely sure you understand what the changes to it will mean. This tool will allow you to edit the primary A record, CNAME, and MX records for this domain. These changes, once populated, will take effect either at the 4pm PST or 2am PST refresh of our DNS servers.

Secondary DNS Hosting
If you have our Secondary DNS hosting, you will need to contact our Domains department for any changes, corrections, or questions about your service. To do so, login to MySpeakeasy, and click the link labeled **Ask A Question**. Select **Domains** from the first pull-down menu, and select an appropriate sub-reason for your submission. Please provide as much detail as possible with your request so that we can assist you with your problem as soon as possible.

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Troubleshooting problems

Due to the personalized attention we prefer to give for all our hosting packages, and due to the general complexity of many hosting problems, Speakeasy prefers that you contact our technical support as soon as you encounter any hosting issue. We also offer the following helpful reference information for your hosting service.

Configuring and using FTP

Whether this is your first domain or your 47th, you'll need to know the Speakeasy FTP settings in order to upload, download, and manage your website.

Speakeasy FTP server address: **ftp.speakeasy.net**

Click here for a basic guide for Speakeasy FTP.

Configuring your @yourname.com email

If you have a service that comes with an @yourname.com email account you need the following information in order to configure your software email client for this mail:

Incoming Mail Server: **mail.speakeasy.net**

Outgoing Mail Server: **mail.speakeasy.net**

Email address: **yourusername@yourdomainaddress.com**

We have several helpful configuration guides for your email located in the **KnowledgeBase** portion of *Customer Service* on MySpeakeasy. You can also login to MySpeakeasy with your full username@yourname.com and email password in order to read your domain email with Speakeasy's Webmail.

DNS and MX Reloads

Customer Domain zone file updates happen at :

3am, 7am, 11am, 3pm, 7pm, 11pm (PST)

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Secondary DNS zone transfers (our DNS servers talking to the customers primary DNS server for information on their domains) happen at:

4:40am, 12:40pm, 8:40pm (PST)

Reverse DNS zone files will be updated at:

3:30am, 7:30am, 11:30am, 3:30pm, 7:30pm, 11:30pm (PST)

Mail host reloads occur 6 times a day, running at the same time as DNS server reloads:

3am, 7am, 11am, 3pm, 7pm, 11pm (PST)

In specific, escalated situations, we may accept requests to refresh the DNS files on an on-demand basis. Please contact our phone support at (800) 556-5829, option 1, as needed.

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Dialup, Email, and News

Your Speakeasy Dialup

Product Information

Your Speakeasy dialup will be one of two types of service:

Standard Dialup: Standard dialup has the following features:

- 150 hours of 56k dialup service per month
- The ability to purchase more dialup hours, if necessary, each month.

Limited Dialup: Limited dialup typically comes in 5, 10, and 30 hours of time per month, and is usually included in a DSL or Rainmail package. If you have any of these limited dialup increments, you are unable to purchase additional monthly hours without upgrading to a package that includes standard dialup.

Configuration Information

Speakeasy provides easy to use, self-updating, dialup software for easy installation of our dialup service. That software can be downloaded here. In the event you are unable to successfully use this software, please see these helpful dialup guides:

Configuration Guides for major operating systems

Find a Dialup Number

Login Here to sign up for a new dialup account

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Common Dialup Problems

Problem: My dialup speeds are slow!

Solution: Unfortunately Speakeasy can offer very little resolution to this problem. Keep these factors in mind:

- Dialup speed is incredibly dependent on the quality of your phone lines.
- Many phone lines are unable to support the fastest dialup connect due to phone company electronics on the line, static, or ambient noise. If you are receiving less than 28.8k in download, you can contact your phone company to have them improve your line quality.
- Due to FCC regulations, you will only ever be able to achieve a maximum of 53k download. While your modem and our modems will run 56k, the phone lines simply will not.

Problem: I am getting a **No Dial tone** error when I try to dialup!

Solution: A loose phone cable most often causes this problem, a cable not plugged in, a cable plugged into the incorrect port on your computer, or (if you have voicemail on this line) you have not deleted, saved, or listened to your new messages. Check all these failure points and try again.

Problem: I am getting a **Login Incorrect** error when I try to dialup!

Solution: This could be one of two things:

1. Your username is incorrect. Make sure you are properly spelling your username, in all lowercase letters, and formatting as such: **username@speakeasy.net**.
2. Your password is incorrect. Make sure you are properly spelling your password in the same case that you set it up as. This means putting all lowercase and uppercase letters and numbers in as the password was set up with.

Problem: I got logged off my Speakeasy dialup connection!

Solution: There are four reasons this might be occurring:

1. Speakeasy dialup connections are limited to one connection per unique login (username/password). In other words, no sharing usename/passwords for

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simultaneous dialup connections. You will be disconnected if your username/password is in use by another connection.

2. There is a 15-minute idle time. This means you cannot leave a connected dialup connection in idle (not actively passing traffic) for more than 15 minutes. After 15 minutes your account will be automatically disconnected from the service.

3. There is a 12-hour limit to constant use. This means that after 12 hours of constant connection to Speakeasy's dialup service, your 33 session will be terminated. You can choose to reconnect, but the total length you can remain connected to the service at any give time is 12 hours.

4. You have exceeded the 150-hour monthly limit. This disconnection is typically preceded by an email when you have reached 80% of this limit, so this should not come as a total surprise.

Your Speakeasy Email

Here is important Speakeasy email information:

Incoming Mail Server: mail.speakeasy.net

Outgoing Mail Server: mail.speakeasy.net

Mail Authentication Method: SMTP Authentication

Configuration for commonly used mail clients can be found here.

Common Email Problems

Problem: I am not receiving email!

Solution: Below are some basic things to check when you encounter this issue:

1.) Are you having problems receiving email from one particular person, or one particular domain? *[Domain being the last portion of the email address after the @ symbol. Example: aol.com]*

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Yes: This problem is more than likely caused by something on that person's end. This means you should have them double check that they are correctly typing your email address, or have them check with their ISP as to why their mail is failing to hit our email servers. If the problem persists, see the below steps for resolution.

No: This eliminates the email sender as the cause of the mail failure. Read on for further suggestions.

2.) Do you have filters, spam or otherwise, in place to organize your mail into your folders?

Yes: It's possible that you have a filter or mail rule that particular messages match, therefore filtering the messages into folders. Please check your folders to check for unread messages. Additionally, remove all filters temporarily to see if that step results in you receiving mail properly.

No: This eliminates any customer initiated mail rules as the cause of the mail failure. Read on for further suggestions.

3.) Are you receiving new messages through Speakeasy Webmail or shell- based email like Pine that you do not through your mail client?

Yes: There is quite possibly a configuration error that is preventing you from receiving your messages. Please check out our Helpful Tools section in the Appendix for common email walkthroughs. Additionally, the company that you purchased/downloaded said mail program from will be able to resolve any mail client configuration problems that you are unable to resolve through their help files.

No: This eliminates possible email client misconfiguration or software problems. Read on for further suggestions.

4.) Do you have your incoming mail server set to mail.speakeasy.net, your password correctly spelled, and your username correctly spelled?

Yes: If you have checked the preceding three failure points, please contact Speakeasy support. We will be able to rebuild your email account or determine any errors that are causing the mail receipt error.

No: Please reset all this information. It is important that you correctly type your password (which is case-sensitive) and your username for mail to be received

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correctly.

Problem: I can't send email!

Solution: Below are some basic things to check when you encounter this issue:

1.) Are you able to successfully send email through Speakeasy Webmail?

Yes: There is more than likely an error with how your email client is configured. Check #3 below, and if the problem persists, contact the manufacturer of your email client for further assistance.

No: This eliminates your mail client configuration as the cause of the problem. Read on for further suggestions.

2.) Are you only having problems sending to one particular person or domain? *[Domain being the last portion of the email address after the @ symbol. Example: aol.com]*

Yes: If this is the case, you should be receiving an error or mail failure receipt. This error message, while sometimes confusing, will contain the reason that the message is not going through. Please carefully review this error message and correct any misspellings. If the issue is still not resolved, please read on for more suggestions.

No: This eliminates any typos or the chance that this particular domain is not accepting email. Read on for further suggestions.

3.) Have you set your email client up for SMTP Authorization?

Yes: This eliminates the chance that you have the incorrect method of mail handling selected in your email client. Please read #4 for one last thing to check.

No: It is required that you set this option up correctly in your mail client. Different mail clients refer to this setting as different things. Please check this page for information on why this is important, and how to make sure this is selected on your mail client.

4.) Do you have your outgoing mail server set to mail.speakeasy.net, your password correctly spelled, and your username correctly spelled?

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Yes: If you have checked the preceding three failure points, please contact Speakeasy support. We will be able to rebuild your email account or determine any errors that are causing the mail receipt error.

No: Please reset all this information. It is important that you correctly type your password (which is case-sensitive) and your username for mail to be received correctly.

Problem: I am getting all types of spam email!

Solution: This is a common concern of all email customers, and one we take seriously. The first step in resolving this problem is determining if this really is spam mail. Consider these factors, and take these steps, to narrow this issue down:

Often when you buy something online, take online polls or quizzes, or otherwise give your email address online, you agree to allow that company to send you periodical messages or share your information with their partners. Follow the unsubscribe instructions they provide at the bottom of the email message first.

If you continue to receive these mails, send us a copy, with FULL HEADERS to: abuse@speakeasy.net. Our Abuse team will contact the email administrator. In the case that the spam is coming from a Speakeasy customer, we will take all appropriate actions, including the temporary or permanent suspension of service.

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Your Speakeasy News Service

Product Information

Speakeasy recognizes the need for different customers to communicate in different Internet communities. Our News Service is an additional service that we offer to further the desire to provide as many ways as possible for you to communicate online.

Configuration Information

You can connect one of two ways. If you are connecting from a non-Speakeasy DSL/T1 connection, as in a Speakeasy dialup, other DSL, cable, etc), you will need to use the following address for news:

news.speakeasy.net

However, if you are using your Speakeasy DSL or T1, we urge you to setup your newsreader to access our POP-specific servers that are located in each of our main points of presence:

Atlanta: atl.news.speakeasy.net
Baltimore: blt.news.speakeasy.net
Boston: bos.news.speakeasy.net
Chicago-local: chi.news.speakeasy.net
Chicago-national: chi.news.speakeasy.net
Cleveland: cle.news.speakeasy.net
Dallas: dfw.news.speakeasy.net
Dayton: day.news.speakeasy.net
Denver: den.news.speakeasy.net
Detroit: det.news.speakeasy.net
Houston: hou.news.speakeasy.net
Los Angeles: lax.news.speakeasy.net
Miami: mia.news.speakeasy.net
Minneapolis: msp.news.speakeasy.net
New York City: nyc.news.speakeasy.net
Philadelphia: phl.news.speakeasy.net
Pittsburgh: pit.news.speakeasy.net
Portland: pdx.news.speakeasy.net
Sacramento: sac.news.speakeasy.net

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San Diego: snd.news.speakeasy.net
San Francisco: sfo.news.speakeasy.net
Seattle: sea.news.speakeasy.net
Washington DC: wdc.news.speakeasy.net

Important Rules and Restrictions

- Authentication is based on Speakeasy username (in the **username@speakeasy.net** format), and the password you previously used for your dialup.
- News throughput is uncapped, but please keep in mind that each customer only receives 1GB of download quota per month.
- If you would like to increase this quota, you can do so by logging into MySpeakeasy, and clicking the **Upgrade News Quota** link in **Manage Existing Services**.
- Retention of the news feeds is based on total traffic, server load, and postsize for a given newsgroup.

  Please be aware that any other restrictions or terms relating to usage or privacy can be found here.

Common News Problems

The most common problems customers experience with authenticating with the Speakeasy News service are caused by:

- Not typing your username out as username@speakeasy.net
- Not having a password setup for News service. In this situation, you will need to contact Speakeasy Customer Support so that a password can be created for you.
- Not selecting the option in your newsreader that states, **My ISP requires Authentication**.

For additional help, or to request a newsgroup to be added to the news feed, please submit your question using **Tech Support** as the selected service and **Email, Webmail, and News** as the sub-service.

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Speakeasy Billing

How Speakeasy Bills You

The Speakeasy Terms Of Service contains the most thorough explanation of when and how Speakeasy bills you. The important points are below:

- Speakeasy begins billing your package when it is **activated** in our system (i.e. The day our vendor declares your circuit installed, inbound switch completed, or your Dialup, Rainmail, Domain Hosting, or other service account created.)
- We invoice your bill account 30 days prior to the start of each regular monthly service period.

All Residential Bill Accounts are: Sent a monthly invoice to the billing email address we have on file and set up for Autorenew

All Business Bill Accounts are: sent a monthly paper invoice at the billing address we have on file.

Broadband customers should also be aware that, on order completion, you will receive two invoices.

The first invoice will contain: Any hardware, install, or setup charges based on the plan you ordered. This invoice is due 7 days from the date it is sent.

The second invoice will contain:

- A pro-rated charge for the current month of service
- Your second month of service
- The FUSF for each period.

Because we bill 30 days in advance, this invoice will be the largest you receive. This invoice is due 30 days from the date it is sent.

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Speakeasy Invoice Explained

This image and the following information should help you read and understand your Speakeasy invoice:

```
-------------------------------------------------------------------
        S P E A K E A S Y , I N C .   I N V O I C E
-------------------------------------------------------------------

1 ———— Name: Joe Customer
          Address: 1234 Anywhere St.
                   San Francisco, CA 94102
      Invoice No.: 886125          Invoice Date: 02/17/2003 —— 2
          Account: 171278              Due Date: 03/19/2003 —— 3

                                 Previous Balance          61.45
02/02/2003 Credit Card                                    -61.45
           TAC Payment
                                                          --------
                        4 ———— Balance Forward            0.00

   Current Charges
   ---------------
5 — Classic ADSL Plus 608/128 DSL(C) : Monthly Line        59.95
   Charge Orderid: 2166903
   1234 Anywhere St.    San Francisco  CA
   Service from 03/16/2003 to 04/16/2003

   Federal USF Fee Orderid: 2166903                        1.50
6 — Service from 03/16/2003 to 04/16/2003

                                                          --------
                        7 — Total Current Charges         61.45

                                                          ========
                          8 — Account Balance             61.45
-------------------------------------------------------------------
```


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Invoices Explained: Image Key

#1: Name and Address information:
This section lists the responsible billing contact listed on this account, and the billing address we have on file.

#2: Invoice Date:
This is the date the invoice is generated.

#3: Due Date:
This is the date that payment on this balance is due by.

#4: Balance Forward:
This section details any charges from the previous billing period, as well as any Payments. The **Balance Forward** is any remaining sum of money owed on the account.

#5: Current Charges - Line Items:
Every package of service you purchase from Speakeasy is listed as a "line item" on your invoice.

#6: Current Charges - Service Period:
Every line item will also have an associated "service period," which is the period of that service you are paying for on this invoice.

#7: Total Current Charges:
This is the total of all the line item charges on this invoice.

#8: Account Balance:
The account balance is the total current charges on this invoice, combined with the Balance Forward.

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Credits, Billing Suspensions, and Exceptions

One of the unavoidable realities of having Internet service is that you will, at one time or another, need billing adjustments because of either personal issues, or issues totally out of your control. Hopefully this section will help make that future need a bit easier to fulfill.

When Can I Suspend Billing Temporarily?
There are some situations that we recognize the need to temporarily suspend the need to have you pay.

1. You have an open vendor trouble ticket: When your trouble ticket is opened, you should request that a temporary suspension of billing (referred to internally as a Good Faith Extension) for one week.

2. You have sent a check payment, but it will arrive after your due date.

3. You have an overwhelming account balance and want to arrange a payment plan. In any of the aforementioned situations, you should contact Speakeasy Customer Support immediately so that a billing representative can assess the situation and properly set your account up for a temporary billing suspension.

When Does Speakeasy Suspend Service?

Now that you understand the invoice, how to receive credits, and how to temporarily suspend billing, it's important you understand what happens if you don't take any steps to rectify invoicing mistakes, or simply do not pay by the invoice date. This process of suspended service begins with 2 warning emails: 1 on the day your payment is due, and one three days after your payment is past due.

After we have not received payment for a specific number of days, your dialup, hosting, DSL, T1, or email/shell access will be suspended and will cease to function until a payment is made. At this point your account is considered frozen. DSL and T1 customers will receive a web page on use of a frozen service that will direct them to our online payment page.

All other customers will need to pay over the phone with a Customer Support Representative. Services that have not been paid, or removed from frozen status, after a period of time, will be permanently cancelled and all files deleted from our servers. We urge you to contact us immediately with any pressing billing or invoice concerns **before** your account becomes past due.

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Rebates, Promotions, and You

We have found rebates and promotion fulfillment the single most confusing issue for customers. Hopefully this information pulls the curtain back to reveal the wizard, so to speak.

Promotions

Promotions at Speakeasy work like this: You order via a specific website, banner ad, or use a specific code to order, and you receive (after order closure) the promotional items. Promotional items can vary, from video cards to free energy beverages. It can take anywhere from 8-16 weeks from order closure to fulfill promotional orders.

Rebates

Rebates at Speakeasy work like this: You pay for the hardware/installation costs, and after properly filling out and returning the necessary forms, you receive a check for a predetermined amount of money. Rebates are **NOT** off-the-top discounts, and cannot be credits, refunded, or otherwise processed outside the stated process:

Rebate Programs at Speakeasy

There are generally two types of rebate programs: those sponsored by Speakeasy, and those sponsored for by a vendor such as Covad or Efficient Networks. For checking on rebate status, each sponsor has their own website or contact phone number (see below). The rebate form will provide you details about who is fulfilling the rebate, and how to contact that party for information.

- Speakeasy rebates are administered by the rebate center (GFS): **1-888-859-3969**

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- For Covad rebates, you should contact Covad at **covad@gfsinc.com** or: **1-888-829-1437**
- For Efficient router rebates: web: **www.RebatesHQ.com** or phone: **1-866-856-3969**

Rebate Time Line

You should expect the following timeline for the submission and fulfillment of your rebate:

1. Rebate forms should be submitted as soon as possible after you receive your broadband modem; you should NOT wait until installation/activation is complete.

2. Status on a rebate can be found here, but allow 4 weeks from postmark date for status to first appear here.

3. Rebates are mailed 8-10 weeks after activation. What this means is that, for instance, if a customer orders on Dec 12, and mails their rebate form the next day, the soonest they will see their rebate status online will be Jan. 13; if their order is activated Dec 28, they will not likely see their rebate check until at least Feb 28 and it could be up to Mar 15. Until the point the check is printed and mailed, the online rebate status will say 'in process'.

Checking the Status of the Rebate Online

For Speakeasy rebates, our rebate center has made available a web-based interface to check rebate status:

Click here for a new window

If you are unsure about the information presented here, please contact Speakeasy Customer Support.

The rebate will NOT show in the system until 8-10 weeks after installation. This is because the rebate center doesn't process the rebates until then. Once a rebate is in the system, it is usually only a couple weeks for the check to go out.

You can determine eligibility for a rebate by viewing this page.

Rebate checks will not be mailed until 25 days after order activation, but you do not need to wait until activation to submit your rebate form. You are encouraged to submit your forms as soon as possible to ensure that you receive the check 8-10 weeks from installation. Waiting until your order installs/completes adds delay to the rebate process.

Reasons to escalate a rebate issue to Speakeasy

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- You have submitted the rebate form, and have called the rebate center to check status but rebate center doesn't have record of your submission AND it is longer than 8 weeks since you were installed.
- You received rejection postcard because you submitted the wrong form, put the wrong information on the right form, etc.
- You were denied the rebate for a reason that doesn't make sense.

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Appendix

Speakeasy Glossary

This glossary contains terms that are referenced in this document, or are frequently used by our employees in communication.

Active (activated): In our internal OSS, we use the term **Active** to identify accounts that, based on all predetermined indicators, should be using service and are billable. When we refer to an account as being active, this account has entered the billing cycle and should be functioning normally. ADSL: Asymmetric Digital Subscriber Line. ADSL utilizes line-sharing technology to run a service that delivers a larger download and smaller upload over an existing, numbered, phone line. This service can range from 608/128kbps to 1.5mbps/768kbps.

Always on: The term “always-on” is the Internet industry's way of describing the constant connection of DSL or T1 services. Because the line is directly running from the phone company C.O. to your specific location, with no sharing involved, the service is constantly available for use.

Broadband: Speakeasy uses the term “broadband” to refer to all DSL and T1 services we offer. C.O.: The CO is a switching location for local and long distance calls. It is the office your lines terminate at before connecting to your telco's voice network. Once the line is delivered by the telco to the Covad DMARK in the CO, you are no longer connected to your local telco on that line and you are not obligated to pay them for the use of that line.

CLEC: Competitive Local Exchange Carrier. Covad, WorldCom and New Edge are examples. CLECs lease lines, collocation space, and equipment to provide a competitive alternative solution to your local telco's data services. The FCC determines which companies receive CLEC status versus ILEC status, per the 1996 Telecommunications Act that makes competitive local and long distance voice and data services possible.

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Degrade: Either the Activations Department, or Customer/Technical Support often uses this term, in relation to a DSL or T1 line. Degradation of the physical lines that connect any portion of your DSL or T1 line is entirely possible, and simply means that your line has encountered normal or extraordinary wear and tear. Additionally, degradation can occur on the signal level, with the DSL or T1 signal wearing down or weakening the longer it has to physically travel.

Dialup: Dialup is a long-standing means of connecting to the Internet, accomplished by means of analog signals passed between two electronic modulator-demodulator devices, often referred to as 'modems', over a standard phone line. There are a 46 number of distinct steps in establishing a dialup connection, which can be briefly summarized as dialing, handshake/negotiation, authentication, and PPP (Point-to-point protocol) session start.

DNS: DNS stands for Domain Name Service, a set of protocols, files and programs (distributed database, if you're talking about the Internet) that was put together so that heterogeneous systems could talk to each other and provide IP address information gleaned from names provided by users or programs. Domain: Speakeasy uses the term **domain** to refer to your unique Internet address. Example: www.speakeasy.net is a domain.

DSL: Digital Subscriber Line. DSL utilizes the existing copper lines run by the telephone companies to deliver high-speed data to homes and businesses. DSL equipment uses the unused, high frequency channels of your analog voice line to pass digital traffic.

Dynamic IP: A dynamic IP address is one that is temporarily assigned to your DSL circuit, and will change when you either restart your computer or your DSL modem. The Speakeasy DSL equipment assigns it.

Ethernet: A special cabling type that allows for the transfer of a large amount of data at high-speeds. This term is also occasionally used to refer to TCP/IP protocols that are used to make high-speed Internet connections to function. Where Speakeasy refers to Ethernet, we are referring to the cabling.

Firewall: Firewall is a term adopted from a real world, fireproof wall that is used to keep a fire from spreading from one room to another. In Internet terms, a firewall is a piece of software, or hardware with software, that is programmed to recognize certain types of intrusions and scans, and both warn you that they are occurring and prevent the intruder from taking malicious action against your computer or network.

Frozen: Speakeasy uses the term frozen to refer to a customer account or broadband line that has become past due to the point that we have temporarily suspended service. It’s referred to as frozen because the service can still be “thawed out” and used.

FUSF: This term is an acronym for the Federal Universal Service Fund fee. All communications companies are required to charge an FUSF fee under the terms of the Telecommunications Act of 1996. The FUSF ensures the availability of telecommunications services at a reasonable cost, and is used to provide discounted communication services to schools, libraries, and rural health care providers. According to all current state and federal laws, only specific institutions in the state of Texas may be exempt from this law. All other typically tax-exempt institutions are required to pay

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this fee. Regardless of any mention to this fee as a tax, this is a non-negotiable fee from the Federal government that all customers will be charged.

Good Faith Extension: GFE is used to describe a temporary suspension of the Speakeasy billing cycle, due to extraordinary reasons.

Hosting: Speakeasy refers to all domain-name services as “hosting” packages. We are hosting a domain name, or a domain name service, that you own.

Hub: In general, a hub refers to a central gathering point for any traffic or service, at which point these gathered entities forward out to various connection points off of the main hub. For Internet connectivity’s sake, a hub is a small piece of equipment that connects directly to the bridge or router to run the connection to several computers on your network.

IDSL: Integrated Services Digital Network. It uses existing ISDN technology and equipment to increase the data transfer over a long, bad, or noisy line. While IDSL will technically work up to 30,000 ft, our vendors only support IDSL on lines under 25,000 ft. IDSL is one of the only cases where electronics are used to benefit the installation, using repeaters to volt the DSL signal to make it travel the degraded line, and the Adtran unit which de-volts the signal before it enters your internal wiring.

ILEC: Incumbent Local Exchange Carrier. The ILECs are the primary phone companies in the country, and are identified as such by the FCC, based on owning a controlling share of the telephony customers, equipment, and infrastructure. Speakeasy works with CLECs that have contracts with the following ILECs to provide data services:

o SBC: Pac Bell, Southwestern Bell, and Ameritech
o Verizon (East and West)
o Sprint
o Qwest
o SNET
o Bell South

Internet: The Internet is a network of networks, linking computers to computers that speak the same language (TCP/IP protocols). Conceptually, the Internet can be visualized as a map, connecting specific houses and businesses by roads, freeways, and highways, with travelers in individual cars.

IP: An IP (internet protocol) address is like a phone number. You can get one or more assigned to you and, so long as you follow certain criteria, they can follow you around from place to place. People who have your phone number can call you from anywhere in the world. Likewise, people who know your IP can attempt to "call" your computer. This will not do much good generally, unless the computer knows that it's supposed to respond to such things. Like a phone number, an IP has smaller parts called "octets", so called because each segment is eight bits long. Because of this, none of the numbers can be higher than 255. Any higher, and it takes more than 8 bits to store the number. Also like, a phone number, the different parts of an IP tell computers where to send their traffic.

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ISP: Internet Service Provider. Speakeasy is your ISP as we provide you the IP-layer of your Internet connection (the portion of your service that connects your physical DSL, T1, or Dialup line to Internet routing technologies), as well as value services and support.

Latency: Latency is a catchall term we use to describe slow broadband or dialup service. Latency is literally a delay from when you send a request to any particular 48 Internet address/server, and when you receive a response (such as the web page loading).

Line shared (line sharing): Line shared service is the most common ADSL service available. It is called "line sharing" because your DSL will literally share the same pair of copper wires as your analog voice signal. Because the phone company can split the line into these two separate channels of frequency, and there are filter devices that buffer the DSL and the voice service, you can use the same line for fax, dialup, and voice while you use your DSL service.

NAP: NAP stands for "N"etwork "A"ccess "P"oint. Essentially, it is a massive data connection that will tie a customer provisioned to it directly to our network hardware.

News: Speakeasy uses this term to refer to Usenet service. Usenet is a collection of user-submitted notes or messages on various subjects that are posted to servers on a worldwide network. Each subject collection of posted notes is known as a newsgroup. There are thousands of newsgroups and it is possible for you to form a new one. Most newsgroups are hosted on Internet-connected servers, but they can also be hosted from servers that are not part of the Internet. Usenet's original protocol was UNIX-to-UNIX Copy (UUCP), but today the Network News Transfer Protocol (NNTP) is used.

POP: POP stands for Point-Of-Presence, which is where your circuit and those of others in your region are connected from the Covad backhaul network to the Internet. Here's how the network map breaks down.

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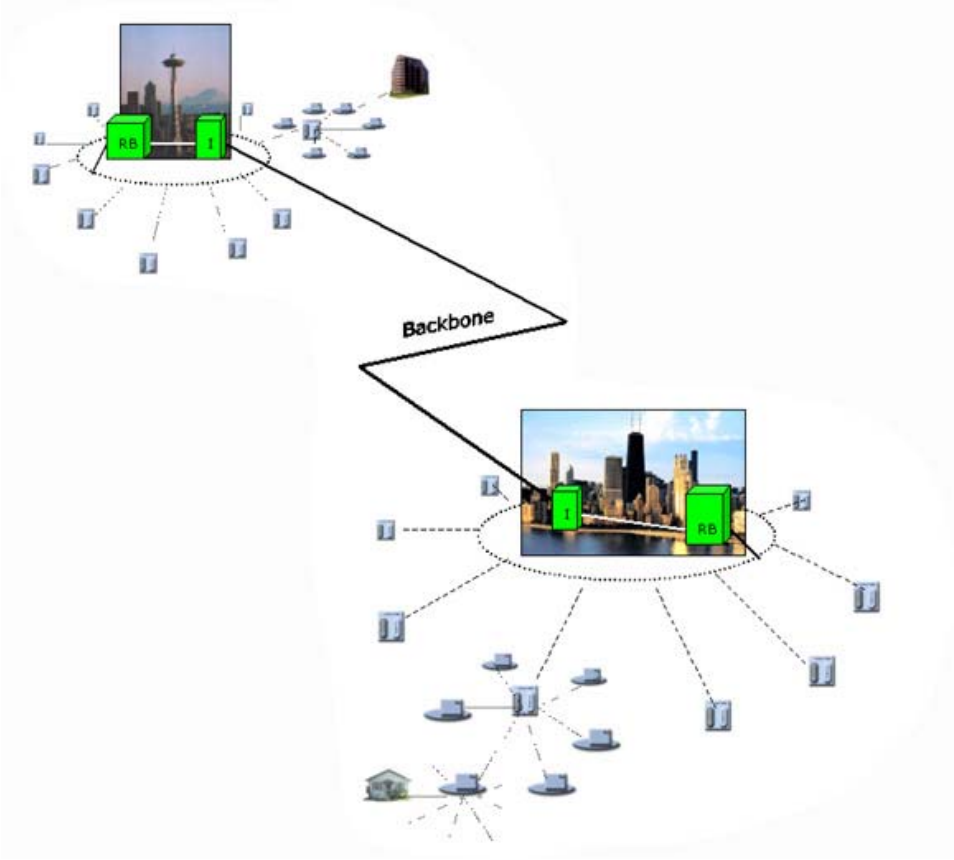

We haven't removed any of the steps, but we made your delay in connecting to the second-to-last one, {ATM Network}, a lot shorter. Provisioned: We use this term to refer to any service, within a package you purchased, that has been set up as active in our system. If you have a service that is “provisioned” you should be able to use it immediately.

Red cable: All ADSL orders that receive a ZyXel 645M will also note there is a shorter, red or grey Ethernet cable included in their self-installation kit. This Ethernet cable is called a crossover or patch cable, and is different than standard Ethernet. The pins on the jack of the cable are wired differently. This cable should be used between your ZyXel and your hub/router.

Router: A router is a device that forwards packets between networks. The forwarding decision is based on network layer information and routing tables, often constructed by routing protocols. The router is connected to at least two networks and decides which way to send each information packet based on its current understanding of the state of the networks it is connected to.

SDSL: Symmetric Digital Subscriber Line. SDSL uses a second, unnumbered pair of copper wires to deliver identical upload and download speeds, ranging from 192kbps to 1.5mbps.

Second-line ADSL: For the period of time between March 2000 and December 2000, Speakeasy offered an ADSL service that was installed on a secondary, unnumbered pair

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of phone wires, rather than via the primary phone line. This method was gradually discontinued during 2000, and was completely replaced with line sharing as the installation method for ADSL service beginning with all orders placed on and after January 1st, 2001.

Shell Account: A shell account offers access to a UNIX terminal-type environment. By using a telnet or SSH program, one can access their email with a text based email client like Pine, use IRC, read Usenet or edit files with an editor like vi or emacs. The advantage of a shell account is that allows those people who are in an environment where telnet or SSH capability is present to access these or other tools from anywhere on the Internet.

SPAM: SPAM is strictly defined as any unsolicited e-mail you receive. However, many emails you receive that do not necessarily appear to be ones you solicited are the result of opt-in mailings. These opt-in mailings typically are created when you sign up for any Internet account, place online orders, or enter your email address in any website. For this reason, you should carefully read the privacy policy for any site requesting your email address. These opt-in mailings are not considered SPAM, and you should follow the instructions included on that mail to remove yourself from that list. Please take a moment to read the Speakeasy Privacy Policy as well as our TOS Section regarding email use.

Static IP: A static IP address is one that has been reserved and assigned to one particular customer's DSL or T1 line, and will be used by one computer or router. It does not get reassigned or changed unless the customer requires it to be, or network changes at Speakeasy prompt it to be.

T1: This service uses 24-channel (4 wires) pulse code modulation to transfer up to 1.5MB symmetric data transfer. Unlike DSL, T1 service works with fiber-based phone infrastructure, and can work at extreme distances with little to no degradation in service.

Telco: This is slang for the ILEC, or the telephone company.

Terms Of Service (TOS): Terms of Service. This document is your contract with Speakeasy.

Troubleshooting: This is a process of elimination through taking steps to isolate a problem. Just as when you have a health problem, and go into the doctor so he or she can resolve the problem, our technicians will need to ask you to perform tests, answer questions, and narrow down the problem.

UNIX: Developed in 1969, this is a command-line (rather than graphic interface) operating system. Because it is not a proprietary operating system, and allows for maximum flexibility, it is used by developers to manipulate files and create graphic interface operating systems like Linux.

Unnumbered: A few times in this document, we make reference to an "unnumbered" pair or line. This is to draw an important distinction between 50 broadband delivered over line-sharing technology, and those services we deliver over a second pair of wires that are not currently being used by an active phone number (for voice, fax, ISDN, or dialup).

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Unprovisioned: As opposed to “provisioned,” this term means that the service in question is not set up to work properly in our system, and needs some type of interaction in order to work properly.

Value added service(s): This is an oft-used term in the Internet industry, but it simply means “services that make the DSL, T1, or Dialup service easier to use, or worth using.” A short list of these services include: Customer Support, email, extra dialup service, shell accounts, web space, reverse DNS service, Internet Radio, game servers, and Webmail.

Vendor: We use this term to refer to our CLEC partners. They are our line vendors for all DSL and T1 orders.

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Helpful Tools

The following links might provide invaluable assistance in resolving problems and maximizing your Speakeasy service.

Configuration Guides

Windows Mail, DSL, and Dialup Configuration
Mac Mail, DSL, and Dialup Configuration
Linux DSL, and Dialup Configuration
Gaming Console Configuration

General Information

Residential DSL Basics
Business DSL Basics

Network Guides

Dial-Up Information
DNS Information
Points of Presence (POP) List

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Contact List

Speakeasy Toll-Free Phone Number: (800) 556-5829

Menu Options
Sales: Press 1
Support: Press 4
Open Order Status: Press 3
Network Status: Press 5
To Move an Existing Line: Press 6

Speakeasy Local Phone Number: (206) 728-9770

Menu Options
Sales: Press 1
Support: Press 4
Open Order Status: Press 3
Network Status: Press 5
To Move an Existing Line: Press 6

Online Contact

To contact Support, Billing, Activations, or Domains, please login to MySpeakeasy and follow these steps:

1. Select the **Ask A Question** link that appears underneath the **Customer Service** option on the left navigation.

2. Fill out all the provided fields

3. Check the status of your submitted inquiry by logging back into MySpeakeasy and selecting the **My Info** option that appears underneath the Customer Service option on the left navigation.

Contact the Speakeasy Abuse Department regarding the following problems:

- Spam
- Portscans
- Other Internet intrusions

Email them at abuse@speakeasy.net, with as much detail as possible.

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Quick Reference Guide

Print this page and fill in the blanks, and keep your important Internet connection handy in case of an emergency, move, or new computer:

My Speakeasy Internet Information

Username (s): _____

Incoming Mail Server: mail.speakeasy.net

Outgoing Mail Server: mail.speakeasy.net

FTP Server: ftp.speakeasy.net

My Preferred Dialup Number: **( ) -**

My IP Addresses:

My DNS Addresses:

Speakeasy Support Number: *(800) 556-5829, option 2*

Speakeasy Support Website: http://www.speakeasy.net/myspeak/

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